



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Deputy Director, Customer Service (Non-Bargaining) **PCN:** 108110

DEPARTMENT/LOCATION: Northland Opportunity Center/Program Operations **P. R.:** N19

REPORTS TO: Assistant Director

RESPONSIBILITIES: Directly manage the Customer Access Center, the Centralized Mailroom/Fax Unit and the agency Ombudsmen. Direct the agency Customer Service Program that will provide efficient organization, supervision and administration of the assigned staff. Monitor and make improvements to the end-to-end customer experience. Provide and define value suggestions for JFS customers. Interpret complex Federal and State rules and ensure compliance program requirements. Ensure compliance with Federal and State laws, regulations, rules and policies and procedures. Create and operate intake methodologies to support a hybrid organization. Create coordination methodologies to ensure high level of customer service. Intervene and resolve processing issues; implement and manage integral areas to ensure quality customer service. Coordinate action on cases across all centers for individuals inquiring about or accessing services through the Customer Access Center to ensure application processing standards; and act as a Gateway liaison with other centers. Review individual and unit performance indicators. Provide staff training on customer service.

MINIMUM QUALIFICATIONS: Bachelor's degree in business management, public administration or related field with five years of progressively responsible management experience in public administration, business, government or related field; or any equivalent combination of training and experience.

STARTING SALARY: \$29.19 per hour. 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Wednesday, June 3, 2015

DEADLINE TO APPLY: Tuesday, June 9, 2015

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

-EOE-